

Information Systems, ISD, University College London
Service Definition for a UCL Proxy Connection to JANET

Service Identifier CSD00157

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1. Document Control

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Revision History:

Date	Version	Author	
5 th February 2003	1.0	Bob Lawrence	Final sign-off from Eligibility Meeting

2. Introduction

This document has been drawn up to describe the service provided to those organisations or individuals who connect to JANET (Joint Academic Network) via a proxy connection hosted by UCL. The document is a communication tool to help manage expectations, clarify responsibilities, and provide an objective basis for assessing service effectiveness.

3. Purpose of Service

The service is used to provide a connection to JANET for a third-party organisation or individual via UCL. The connection makes use of equipment owned and managed by UCL information Systems, and typically takes the form of a user account on a managed service. The service does *not* connect a third party network, for which a connection via the Sponsored Connection mechanism is appropriate. (This service is described separately in Service Definition CSD00145.)

4. Eligibility for Service

The service is available to organisations and individuals in accordance with provisions set out in the JANET Connection Policy, a copy of which is available at http://www.ja.net/documents/connection_policy.pdf Connection is entirely at the discretion of UCL Information Systems.

5. Detailed Service Description

The proxy connection is based on the use of a UCL IS managed service in order to access JANET. Where appropriate, an IS user account or accounts are provided. The service can take one or more of the following forms:

1. An email account, enabling use of an email mailbox on the UCL IS email system.
2. A Unix timesharing service account, enabling use of a Unix login shell on a UCL IS timesharing server.
3. A WTS account, enabling use of the UCL IS WTS (Windows Terminal Service).
4. A third-party web site hosted on a UCL IS web server. The responsibility for obtaining the web domain name to be hosted, and for ensuring its continued ownership rests entirely with the third party. File space on an IS file server together with a login account for the uploading and management of web source data will be provided if appropriate. (This service is described separately in Service Definition CSD00143.)
5. A third party domain service hosted on an IS DNS server. This service is typically intended for third parties who do not have the necessary technical expertise to provide such a service from their own resources. The responsibility for obtaining the domain to be managed and for ensuring its continued ownership rests entirely with the third party.

In all the above cases, the manner in which any service account is accessed is unspecified. UCL IS does *not* provide a managed remote access service.

Similarly, client software used to access the proxy accounts is unspecified, and it is the connectee's responsibility to provide this software. Recommendations as to the choice of suitable or compatible software can however be provided, with the emphasis on *freeware* software in common use in the UCL campus network.

Documentation describing use of the Email, Unix timesharing service, and WTS is provided. This is standard service documentation produced in-house by UCL IS.

6. Service Availability and Quality Expectations.

The service is generally available for 24 hours a day, 7 days a week. Occasionally weekend service shutdowns are arranged which affect all UCL services; these weekend shutdowns are agreed with senior College management and advance notice is given. Every effort is made to minimise the number of weekend shutdowns.

Operator cover is from 8am to 7pm - Monday to Friday. All IS systems, including equipment enabling a JANET proxy connection, run unattended overnight and at weekends. If they fail, service may not be restored until the next working day.

7. Support

All network and system problems are dealt with by Information Systems at UCL.

Queries relating to this service should be to the network helpdesk on 020 7679 7350 or emailed to nwg-ops@ucl.ac.uk. Advice is not given on end user equipment enabling access to the JANET proxy connection service. Advice on client software used to access the service is at the discretion of UCL IS, and will be limited to UCL IS supported software only.

8. Exclusions, Exceptions and Limitations

Exclusions, exceptions and limitations in respect of use of proxy connection services and client software are detailed in sections (5) and (7). In addition UCL IS will not be held responsible for any damage or liabilities that arise from use of software recommended for client service access.

Note that this document describes a service where the proxy is based on an IS managed service only. Where other UCL departments or merging institutions wish to provide third party access to JANET via local departmental or institutional equipment, the department or institution is required to license each such instance with UCL IS. Failure to do so implies that any consequent access of JANET by this means is unauthorised.

9. Service Change Requests

Service upgrades and changes are dealt with by a departmental service change request procedure internal to UCL. Subscribers are welcome to make requests (see section 12) on the understanding that resource availability and/or other UCL priorities could mean they are not guaranteed.

10. Charging

The service is chargeable on a per-user account basis. Full details can be obtained by contacting the network administrator - see section 12.

11. Service Conditions

Use of the JANET network by proxy connection must be in accordance with the JANET Acceptable Use policy, a copy of which is available at <http://www.ja.net/services/publications/policy/aup.html>

Use of UCL IS services is subject to UCL Computing Regulations, as described in <http://www.ucl.ac.uk/cert/swg/papers/Regulations.html>.

In any case of misuse, UCL reserves the right to suspend subscribers' use of the proxy connection and associated services if they contravene these regulations in any way.

12. Contact Details

The first point of contact for subscription to this service is the Network Administrator on 020 7679 2359 or email networkadmin@ucl.ac.uk. The full postal address is Network Administrator, Information Systems, EISD, UCL, Gower Street, London, WC1E 6BT